

## **MAKING A PUBLIC RECORDS REQUEST**

- A written request is required; either by email, US Mail, fax or in person
- Include your contact information. Email addresses are very helpful.
- Provide detailed information about what you are looking for. The more information you provide, the more detailed our search will be.

## **WHAT TO EXPECT FROM MY REQUEST**

For Rate & Form filing information:

- Within five business days of receiving your request, we will:
  - Ask for clarification if needed,
  - Send a Selected Filings Index report(s) based on the information you provide to us.
  - Provide instructions on where to view the filings online or how to obtain copies.
  - Assist with any follow up questions you may have.

For all other requests:

- Within five business days of receiving your request, we will:
  - Ask for clarification if needed,
  - Provide the actual documents or location of the documents online; or
  - Acknowledge your request and provide you with an estimated time of when we will be able to complete your request; or
  - Provide an explanation of why your request was denied.
  - Once documents have been gathered, copied, redacted (if necessary), you may receive an invoice. Once payment is received, we will release the documents.

## **FEES**

- There is no charge for research.
- There is no charge for viewing documents online.
- There is no charge for emailing electronic documents, however, there are size restrictions and not all documents are stored electronically.
- Hard copy fees are: \$3.50 for the first 10 pages, and .17¢ a page thereafter; plus shipping.